

## ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Agency Training Steering Committee Meeting--Wednesday, 15 April 1987

FROM:

Stanley M. Moskowitz  
D/OTE  
1026 Co6C

EXTENSION

NO.

DATE

13 April 1987

TO: (Officer designation, room number, and building)

DATE

RECEIVED

FORWARDED

OFFICER'S INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1.

ADDA  
7D24/Hqs.

13 APR 1987

2.

3.

ADDI  
7E44/Hqs.

4.

5.

ADDO  
7E26/Hqs.

6.

7.

ADDSET  
6E56/Hqs.

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Attachment C to Agenda  
package of 6 April.cc: STO/DA  
STO/DI  
STO/DS&T  
STO/DCI  
STO/DO

OTE 87-3501

^ 6 APR 1987

MEMORANDUM FOR: ADD Training Steering Committee

FROM: Stanley M. Moskowitz  
Director of Training and Education

SUBJECT: Secretarial Training Report

STAT 1. The new Secretarial Career System has greatly increased the demand for secretarial training. The Office of Training and Education has been able to meet this increased demand by augmenting its staff of five full-time secretarial training instructors with instructors on rotational assignments. We currently have a secretary and a training officer from the DO and a secretary from the DS&T. Two others-[redacted] from the DO and a secretary from the E Career Service--served short rotationals in the Secretarial Training Branch.

2. OTE is working to provide required and elective training for secretaries in the Headquarters area and in the field. To accomplish this goal, we are supplementing our local classroom training with classroom training in the field and alternative, self-paced training for all secretaries.

3. Local Classroom Training

STAT We project [redacted] enrollments in secretarial courses by the end of FY-87--a 50 percent increase over FY-86 and a 101 percent increase over FY-85. Although secretaries are given priority during registration, they account for about one-half the enrollments. To meet the increased demand for secretarial training, we have added several runnings of heavily subscribed courses to our regular schedule. Some runnings of Stress Management, Career Management, and the Employee Development Course are being held in the Headquarters Auditorium.

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We are field testing several elective training courses that explore topics of interest to particular segments of the secretarial audience. These electives include Decisionmaking for Secretaries, The Secretary as a Trainer, Dual Career Families, Listening Skills, and The S&T Secretary.

We have moved secretarial course registrations to the branch level on an experimental basis. We hope this move will enable us to give employees the courses and course dates they ask for one year in advance. Although it is too soon to draw conclusions, the 30.5 percent cancellation/no show rate has begun to decline.

#### 4. Classroom Training in the Field

STAT OTE is responding to the training needs of the Agency's approximately [ ] secretaries. Since 1985 we have delivered twelve Professional Development Programs--each consisting of three required courses to secretaries and administrative support personnel in the field. These programs have proved quite successful and will be expanded this fiscal year to include a mix of six required courses.

#### 5. Self-Paced Training

STAT To further meet the demand for training in the field, we have developed eight self-study alternatives to required courses. To date, we have distributed [ ] copies of courses to field secretaries. We are continuing to develop alternative training for our courses. Our goal is to have available within the next fiscal year different media versions of each course: for example, live classroom instruction, video or audio cassettes, programmed instruction, and, where possible, interactive video or computer-based training.

#### 6. Challenges To Be Met

We must build and maintain a central data base that will help us track secretarial training requirements and schedule the

SUBJECT: Secretarial Training Report

courses to meet them. We will rely on component career management officers to provide us with current data on the training needs of their secretaries determined during panel exercises.

As the Secretarial Career System becomes institutionalized, it will be increasingly difficult to balance a dynamic training program against consistency and equity throughout the system. Changes in training requirements, like changes in income tax regulations, may be perceived as inequitable.

Our greatest challenge is to provide live and self-paced training for secretaries in the field. We have accomplished much in this area, but we still have a lot to do. This effort will be costly but extremely worthwhile. Secretaries must be made to feel that field assignments will not disadvantage their careers. As the self-paced courses are completed in the field and returned to us for evaluation, our resources will be further taxed. We will be faced with managing a burgeoning self-study program in addition to providing increased runnings of Headquarters and field courses.

Stanley M. Moskowitz

Attachment:

Secretarial Training Statistics  
FY-87 to Date

Attachment

Secretarial Training Statistics  
(FY-87 to Date)

Secretarial course runnings:

Scheduled  
Added  
Field  
Pilots

Total

Employees trained in local  
classroom secretarial courses:

IS-01s  
IS-02s  
IS-03s  
IS-04s

Total

Others

Total

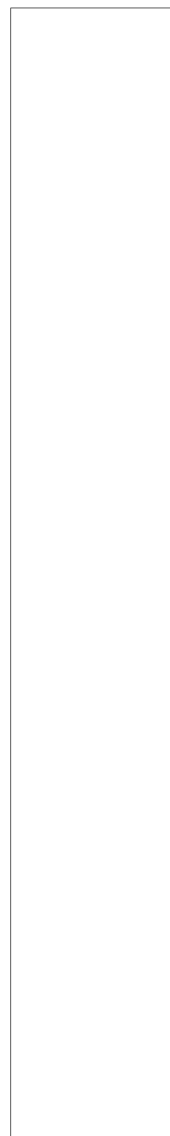
No-shows, cancellations

Total enrollments

Employees in field classroom  
training:

Grand total enrollments

Self-paced training courses sent to field



STAT

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